



# Resolution

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**Telephone:** 020 7811 2700

June 2020

FOI\_4400

The following information was requested on 27 February 2020:

*I would like to request the following information under the freedom of Information Act.*

- *A list of project and programmes (Business Change / Transformation/ Digital/ Data/Technology).*
- *A List of the key deliverables/outputs for all project and Programmes (Business Change / Transformation/ Digital/ Data/Technology).*
- *A List of SROs for project and programmes (Business Change / Transformation/ Digital/ Data/Technology).*
- *The timelines and stage of delivery (Project stage) for all project and programme (Business Change / Transformation/ Digital/ Data/Technology), including delivery status.*
- *Current Organisation charts / Organograms for IT, Change & Transformation, Operations and digital data and technology Teams*

## **Our Response**

Thank you for your request. We have just refreshed our [2019-2022 strategic plan](#) and the information you requested is related to our strategic plan.

Under our Priority 1: Resolution, we are consolidating the Clinical Negligence Scheme (introduced in April 2019) for General Practice. The SRO for this programme of work is our CEO. Our success measures are that we can evidence how the Clinical Negligence has evolved in order to keep pace with the changing landscape in primary care.

Under our Priority 2: Intelligence, we are investing in our capacity and capability in innovative technology to transform how we work. The SRO for this programme of work is our CIO. Our success measures are that we will have reviewed our core systems and will be working to update our information governance processes and systems, to make data use and sharing easier and more efficient.

Under our Priority 3: Intervention, our work here is provided through our business teams delivering service and enabling improvements.

Under our Priority 4: Fit for Purpose, we are ensuring that we have the right skills and resources in place to deliver our services. The SROs for the programmes of work is our

Director of Claims Management (for Claims Operating Model) and our Director of Advice and Appeals (for Accommodation/Ways of Working). Our success measures are that will have developed as an organisation to meet increasing demand and implemented an improved operating model for Claims Management. We will have retained our Investors in People accreditation and have successfully moved accommodation to new premises.

You can see our [organisation chart here](#)

**This concludes our response to your request.**

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Head of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
<https://ico.org.uk/>